

# MEMO

Near West American Job Center

March 2019

## **RE Protocol: Inappropriate Behavior by Customers**

This memo is specifically in reference to inappropriate behavior that is ***not*** considered threatening. *Before reading on, please take this into account:* A staff member who is directly involved in this kind of situation may not be able to act on his/her own behalf. Please be aware of what is going on around you, and be ready to proceed with the below protocol in order to assist others.

### **Staff Member Protocol** (no supervisor approval needed)

1. Ask the customer to stop the behavior and explain that you are unable to continue providing services until the behavior stops.
2. If the customer does not stop, security can be contacted at 312-994-8349. Once security is present, it is important to briefly explain the problem and then let security step in and handle the situation. Depending on the severity of the situation, security will escort the customer to the lobby to calm down, or will escort the customer out of the building.

Please note that our security guards are directed by their employer to not touch the customers. If you think physical intervention may be necessary in order to handle a situation that is escalating, please follow the protocol outlined for Threatening Behavior.

If you have any questions, please direct them to Evelyn Spigner at 312-994-8362 or Angela Lopez at 312-994-8303.

Thank You,

Pilsen Management